



72-8066-250

7/01

4-6-2 Pacific Steam Locomotive & Tender Owner's Manual

featuring **TRAINmaster** COMMAND and *RailSounds*

ODYSSEY™
SYSTEM

Congratulations!

You own one of the finest and most sophisticated model trains ever built—the Lionel TrainMaster® Command and Odyssey™ System-equipped 4-6-2 Pacific. From its hand-applied scale details to the

advanced technology found inside, your locomotive is ready for duty on your model railroad layout. Experience the superiority of today's Lionel.

- **Powerful Pittman® motor**
- **R2IR reverse unit for use with the Lionel TrainMaster® Command™ model railroad control system**
- **Smoke generator that produces clean, safe and realistic smoke**
- **Die-cast ElectroCoupler (rear of tender)**
- **Wireless Tether**
- **Odyssey System Speed Control**
- **Lighted cab interior**
- **RailSounds™ digital sound system**
- **Brilliant Headlight and Marker Lights**
- **CrewTalk™ (in Command)**
- **TowerCom™ (in Command)**
- **Tire-Traction™**

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Transformer operations

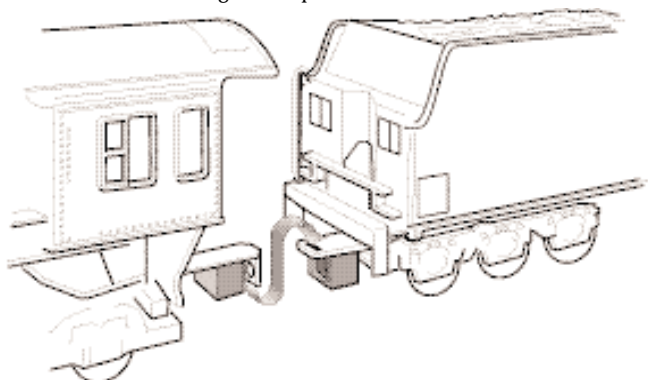
Running your locomotive with a Lionel transformer

1

Place your locomotive on Lionel or Lionel-compatible 0-54 or larger track.

- **With track power OFF**, connect the drawbar between locomotive and tender. That's all you have to do with Lionel's new Wireless Tether®, an infrared communication system that eliminates the plugs and wires of the past.

NOTE: Your locomotive is designed to operate on minimum 0-54 diameter track.



2

Power up your locomotive with your transformer.

- **Your locomotive is designed to operate on 8-18 volts alternating current.** Virtually all Lionel and Lionel-compatible alternating-current transformers are suitable; we recommend the TrainMaster Command model railroad control system.
- **Do not power your locomotive with direct current (DC).** Damage to sensitive electronic components may occur.
- **When you first power up your track, the locomotive will wait between three and eight seconds** as it “listens” for digital language from the TrainMaster Command Base (available separately). When it's determined that it's on a conventional (non-Command) railroad, the locomotive headlight will illuminate and RailSounds will start up. At this point, the locomotive is in neutral. (This occurs when placing the locomotive on your railroad for the first time. Thereafter, it starts in forward after every three-second power interrupt.)

Note!

3

Move 'em out!

- **Get your locomotive moving.** Press the DIR button on your CAB-1 remote or Lionel transformer. This sequences the R2IR to the next operating state.
- **Adjust track voltage** until your locomotive moves at your desired speed.

Transformer operations

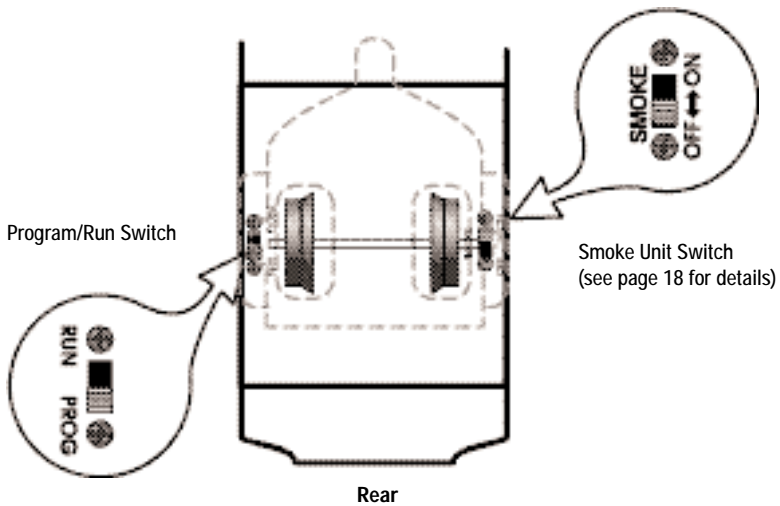
Locking your locomotive into a single operational state

To select a single operational state for your Lionel locomotive (example: forward only), you can deactivate the R2IR's sequencing function with the Program/Run switch, located on the right hand side, under the locomotive's cab.

Get your locomotive moving in the desired

direction, then slow it down without stopping. Set the Program/Run switch to PROG. The locomotive is now "locked" into your chosen direction.

When you no longer want single-direction operation, just slide the Program/Run switch back to RUN.



Transformer operations

Your locomotive's Odyssey™ System speed control

You can lock your locomotive into speed control mode (ideal for low speed operation) so it will automatically compensate for grades, or to simply maintain a specific speed setting. To turn on the speed control, get your locomotive moving at the desired speed, *in forward or reverse*. Let it run at the desired speed for at least 5 seconds. Press and hold the horn/whistle button for 2-3 seconds as you increase the throttle by at least 3 volts. Your locomotive will accelerate briefly, then will return to your set speed once you release the horn/whistle button. As long as the throttle position is maintained at a higher setting than the initial level, your locomotive will maintain a constant speed. If the throttle is turned below the original level, your locomotive will slow down due to the available voltage decrease below the "set" level. To check if the speed control setting has been "accepted," turn up the throttle. You will see the lights brighten, but the speed will remain constant. For best results, adjust the track voltage about 3-4 volts above the "set" point. This will provide enough spare

voltage to compensate for uphill grades, etc., but will prevent excessive voltage to the lamps and smoke unit. (In conventional mode, these operate at track voltage, and excessive voltage may lead to premature bulb burn-out.)

- If you wish to change the speed control setting, you must deactivate the speed control, then reactivate at the new setting.

To turn speed control off, get your locomotive into neutral for at least 5 seconds. Press the horn/whistle button for 2-3 seconds while lowering the throttle voltage to 1/4 of full power or at least three volts. Do not turn the throttle off or speed control may not deactivate. This can be difficult if you have established a low speed control setting. Once you are in neutral, you can increase the track voltage before pressing the horn/whistle button and lowering the voltage. This will give you more "room" to lower the voltage. (The speed control deactivates when it sees a 3 volt change with horn/whistle pressed, regardless of initial voltage level.)

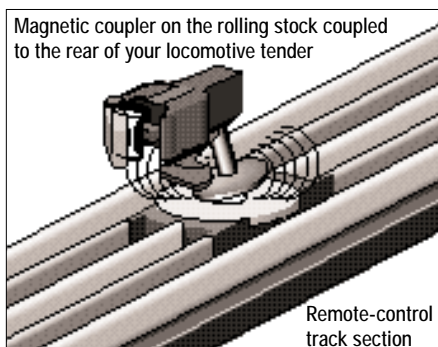
Note!

Speed control settings are retained in memory even if power is turned off. They will remain present until deactivated.

Transformer operations

Using your locomotive tender's ElectroCoupler in the non-Command environment

To use your locomotive tender's ElectroCoupler in the non-Command environment, you must first couple a piece of rolling stock equipped with Lionel magnetic couplers directly to your locomotive tender's rear



ElectroCoupler. The magnetic coupler on the rolling stock will then react to the magnetic field generated by a Lionel remote-control track section (available separately). Place your rolling stock's coupler "trigger disc" over the central coil of a remote-control track section and press "uncouple" on the controller. The magnetic field pulls the disc downward, and the coupler opens.

Note!

Your locomotive tender's ElectroCoupler will NOT open manually or by using a remote-control track section.

Your locomotive's RailSounds system—the basics

Lionel RailSounds is the most realistic model railroad sound system in the world. Your locomotive features digital samples from real-life steam locomotives for the *ultimate* in realism.

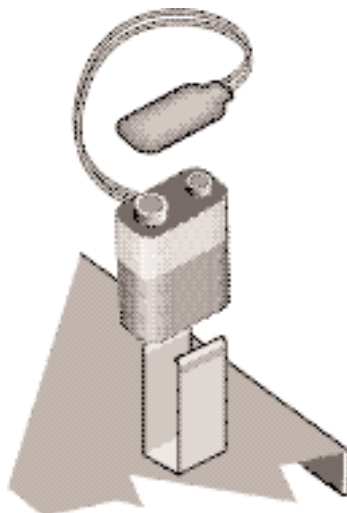
Begin by installing a 9-volt *alkaline* battery in the tender. This ensures interruption-free operation of RailSounds. The battery clip is located in the tender. To remove the tender body, refer to the diagram on page 8 for location of the four mounting screws.

When you first apply track power, the locomotive's RailSounds system produces sounds

of the locomotive at rest. As the locomotive moves, chuffing begins, increasing with the locomotive's speed.

To silence the steam chuffing sound (whistle/bell are unaffected), slide the RailSounds switch, located on the underside of the tender (see page 8 for location), to the OFF position *before powering up the locomotive*. The whistle is activated by using the lever or button on your transformer or CAB-1. The volume control knob to raise or lower the level of sound is located on the underside of the tender near the front truck (see page 8).

Installing a 9-volt alkaline battery in your locomotive's tender.



Note! Please remove protective cover from battery clip before installing the battery.

Note! Although RailSounds is powered by track voltage, *the battery is required* for uninterrupted operation and shutdown sequences. Use only alkaline batteries.

Note! Discontinue locomotive power *for 10 seconds* before changing the RailSounds ON/OFF switch position.

Note! If RailSounds “drops out” during track power interrupts (direction change), replace the battery.

Transformer operations

Experiencing the range of your locomotive's RailSounds system

With RailSounds, you experience the sounds of real railroading like never before. Simply put, it's the most sophisticated, authentic model railroad sound system in the world. And remember—coming from inside your Lionel locomotive's tender are the authentic sounds of the RailSounds digital sound system. No other electric train can offer you **authentic** sounds. *That's* the power of Lionel.

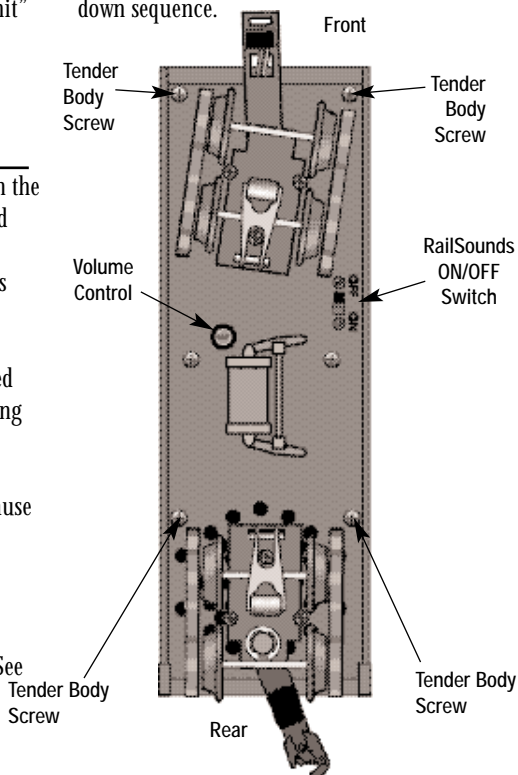
- **Variable chuff rate.** Your locomotive speed determines the steam chuff rate.
- **MultiWhistle™.** Different whistles *every* time—a RailSounds exclusive.
- **Authentic bell.** Press BELL on your CAB-1 or transformer to begin the effect, again to discontinue. Even the final “hit” is muted like the real thing.

- **Reverse unit reset sound.** Power down your track, wait for 3-5 seconds, and listen for the air-release sound—that's the locomotive telling you its R2IR Command reverse unit has just *reset to forward operation*.
- **Shutdown sequence.** No other model railroad sound system shuts down like RailSounds. Turn off track power, and after the air-release reset sound, you have two seconds to restart your locomotive. If you're done with operations, RailSounds will commence with an authentic shutdown sequence about two seconds after the air-release reset occurs.

NOTE: Battery must be installed for shutdown sequence.

Notes on RailSounds

- Use the volume control dial, located on the underside of the tender, to adjust sound output.
- Listen for incidental locomotive sounds during RailSounds operation. They're automatic and, of course, authentic.
- The 9-volt alkaline battery you installed ensures *continuous* sounds, even during short track-power interrupts.
- Longer track-power interruptions (including locomotive derailments) cause RailSounds to shut down after about 7 seconds.
- For even *more* authentic RailSounds effects, operate your locomotive in the TrainMaster Command environment. See page 11-12 for details.

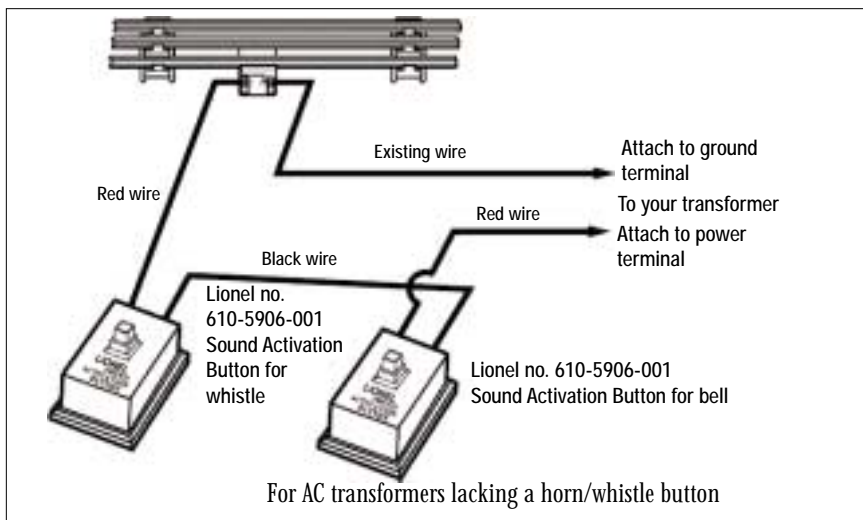
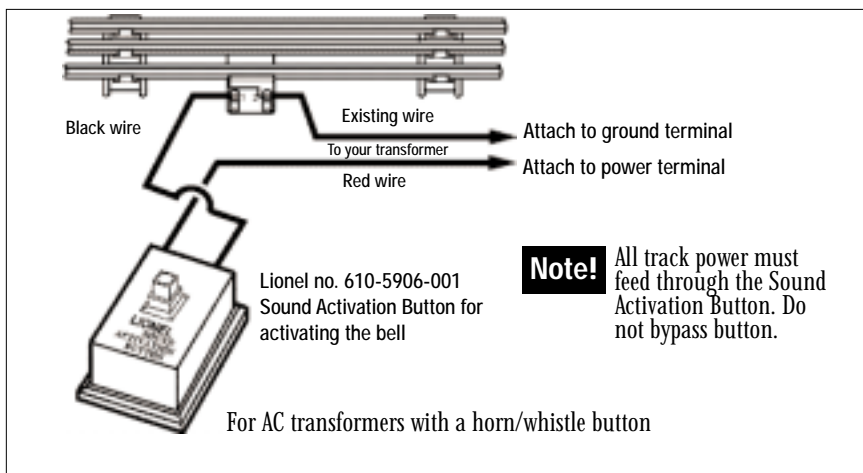


Transformer operations

Installing the Lionel Sound Activation Button

To operate the bell and whistle sounds when operating your locomotive with conventional transformers, you'll need to

install the Lionel no. 610-5906-001 Sound Activation Button (available separately). Connect the button(s) as shown below.



Note!

The no. 610-5906-001 button works with any Lionel AC transformer except no. 6-4690 Type MW. Transformers made by other manufacturers may not be compatible with RailSounds.

TrainMaster Command operations

Your locomotive in the TrainMaster Command environment

Lionel TrainMaster Command is the fun and sophisticated model railroad control system from Lionel. Your locomotive features the R2IR reverse unit, which acts as both a conventional reverse unit as well as the key to unlocking many extra features when you operate in Command mode.

TrainMaster Command gives you the power to operate multiple Command-

equipped locomotives *on the same track, at the same time*. It's the most fun you can have with electric trains, and it's incredibly easy too! Just follow the directions below and you'll be on your way.

To operate in Command mode, you need a Command Base and a CAB-1 remote. Find them both at your authorized Lionel retailer.

1

Place your locomotive on Lionel or Lionel-compatible 0-54 or larger track.

- **Make sure track power is OFF** before placing it on track.
- **Make sure your Lionel Command Base is ON** and its communications wire is connected to the COMMON post on your Lionel transformer *or* the U terminal on any of your installed PowerMasters.
- Once positioned on the track, **increase track voltage to FULL** (on PowerMaster, slide the CMD/CONV switch to CMD).

2

Address your locomotive with CAB-1.

- **Press ENG and 1** on the numeric keypad of your CAB-1 remote. This command is sent by CAB-1 to the Command Base, which then translates your commands into digital code. That code is sent around your railroad's outside rails in the form of a digital "halo." All Command-equipped Lionels listen to this digital communication, but they *do not respond* until they hear their own ID number.
- The digital language of TrainMaster Command—and not track power—controls the actions of Command-equipped Lionels. Track power is simply like gasoline in the tank of your car—it gives you the power to go places, but it doesn't tell you where to go or how fast to get there.
- **All Command-equipped Lionels come factory-programmed with an ID# of "1."** To change your locomotive ID#, see page 14.

3

Move 'em out!

- **Throttle up or press any command button on CAB-1.** Your locomotive will respond to your *every* command. Read on. The fun is just beginning!

TrainMaster Command operations

Running your locomotive in the TrainMaster Command environment

Example Address Locomotive #1

PowerMasters set to CMD or traditional power supplies ON FULL



Press **ENG**



Press **1** (the ID#)

Throttle up/press any command button

Your Command-equipped locomotive comes factory-programmed with an ID# of “1.” To get your locomotive into action, set PowerMasters to CMD or set all power supplies on full. Press ENG and “1” on CAB-1. Turn the throttle or press any command button; RailSounds starts up. Your locomotive is ready for Command operations.

CAB-1 commands for your locomotive

Locomotive

RailSounds effects in bold italic.



Coupler release sounds.



Tender rear coupler releases.

Coupler release sounds.



Press AUX2 to turn your locomotive's headlight on and off.



Turn the THROTTLE to the right to accelerate, left to decelerate.

Speed-dependent variable steam chuffing. DynaChuff dynamic chuffing effect.



Press HALT to shut down all PowerMaster electrical output on your railroa

Stops all Command-equipped Lion in operation.

NOTE: Use “HALT” only in “emergency” situations.



Press WSTL/HRN to activate the locomotive's whistle, release to discontinue. **Multi-Whistle steam whistle sound.**



Press BELL once to activate the bell, again to discontinue.

Traditional bell sound.



Press DIR—the locomotive decelerates to a complete stop; turn the throttle up, and the locomotive moves in the opposite direction. There is no neutral. **Steam air-release sound.**



Press and hold BOOST for extra power. Release BOOST and return to the locomotive's previous speed. **abored chuff.**



Press and hold BRAKE to slow down or stop. Release BRAKE and return to the previous speed. **Squealing brake sounds.**

TrainMaster Command operations

RailSounds in the Command environment

Your locomotive's RailSounds system gives you even *more* in the TrainMaster Command environment.

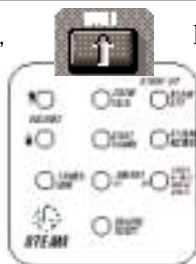
- **DynaChuff™**. Real steam locomotive chuffing depends on the locomotive's load. DynaChuff simulates both labored and relaxed chuffing sounds. Highball down the mainline and hear the labored chuffing of a locomotive battling inertia. Reduce your throttle setting, and chuffing relaxes to a

more sedate sound, as though the load placed on the locomotive has decreased. Experience DynaChuff on steep grades, at yard crawls, and at speed. *Another* RailSounds exclusive.

- **Bonus sounds** like squealing brakes with the CAB-1 BRAKE command.
- **Incidental sounds** *you* control with CAB-1 numeric keypad commands, like steam let-off and steam release effects.

CAB-1 numeric keypad commands for your locomotive

When you press AUX1 on CAB-1, you turn the numeric keypad into 10 command buttons. The keypad “stays open” and gives you access to extra command features until you press any top-row button (SW, ACC, RTE, TR, or



ENG). The CAB-1 keypad overlay included with your locomotive is designed to help you learn the auxiliary features specific to this classic locomotive.

Locomotive RailSounds effects in bold italic.

0 Stops and resets the locomotive to FORWARD. ***Headlight flickers.***

1 Raises the volume of RailSounds. ***Sound volume increases.***

2 ***CrewTalk™*** is the sound of unintelligible walkie-talkie communication.

3 Starts up RailSounds. ***Start-up sequence commences. Steam blowoff sound.***

4 Lowers the volume of RailSounds. ***Sound volume decreases.***

5 Activates the RailSounds steam shutdown sequence. Just like the real thing, *your locomotive must be idle for shutdown to occur.* ***Steam shutdown commences.*** Remember, the whistle and bell will not sound until you *restart* RailSounds. ***CrewTalk sounds.***

6 ***Steam release sound.***

7 ***TowerCom™*** is an audible announcement that includes that engine's road number and/or name. *There is a four second delay in this function.*

8 Turns off the smoke generator. ***Steam release sound*.***

9 Turns on the smoke generator. Press and hold 9 (10 seconds maximum) to initiate Smoke Boost™—it superheats the smoke generator and enhances smoke output when you start running your locomotive. ***Steam release sound*.***

**Hearing the steam release sound lets you know that the locomotive has received these commands.*

Note! AUX 1-9 only works if the smoke unit switch is in the ON position.

TrainMaster Command operations

Tuning your locomotive performance

MOMENTUM

Simulate the labored performance of a locomotive pulling a heavy load with momentum. Press L, M, or H (located under CAB-1's removable panel) for light, medium or heavy momentum. The R2IR remembers the setting until you change it. For delayed response, use H. For quick response, choose L.

BOOSTING AND BRAKING

Use the BOOST and BRAKE command buttons for incremental control of speed *and* a superior method for handling grades, stops-and-starts, and more. Plus, using BRAKE in the Command environment gives you a bonus RailSounds effect—the ultra-realistic sound of squealing brakes.

STALL

Make your locomotive feel more responsive by setting a “stall” voltage. Get your locomotive moving, then press SET; the locomotive will stop. The headlight will flash, indicating it's in the SET mode. Turn the throttle clockwise to get the locomotive moving, then decrease speed until the locomotive just stops. Then press SET again; the R2IR remembers the stall setting until you change

it. To clear stall, press SET twice, holding it for one second each time.

HIGH VOLTAGE SETTING

Press ENG, the locomotive ID#, then press SET; the headlight will flash. Get your locomotive moving to the maximum speed you want it to run, then press BOOST. Use this to keep your locomotive from accidentally being derailed at high speed.

Note!

To clear setting, press ENG, the ID#, then immediately press BOOST.

SOUND QUALITY

To achieve your preferred RailSounds master volume level, use the volume control dial located on the bottom of the tender (see page 8). Turn the dial left or right to adjust the volume to your liking.

For quick remote-control of volume *below* the master setting—like muting—use the CAB-1 numeric keypad's volume control. Pressing AUX1 and 4 on the keypad lowers overall RailSounds output.

Note!

These settings will be lost when you assign a new locomotive ID number.

Your locomotive's Odyssey System in the Command Control environment

Speed control in Command mode is automatic. Simply adjust the speed to the

desired level, and the Odyssey System will maintain it over grades, etc.

TrainMaster Command operations

Assigning your locomotive a new ID#

Example

Assign a new ID# to your Command-equipped locomotive

Set the locomotive PROGRAM/RUN Switch to PROGRAM (see illustration)

Command Base ON

Place the locomotive on track

PowerMasters set to CMD or traditional power supplies ON FULL

Turn track power on (PowerMasters):



Press BOOST

Program the locomotive with a new ID#:



Press ENG



Press a number you choose (the ID#)



Press SET

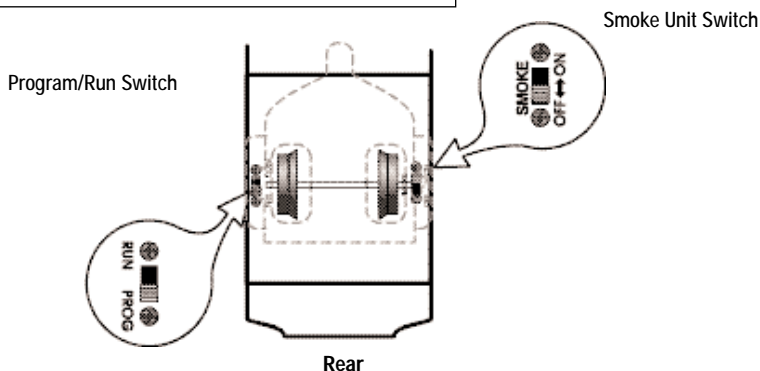
Set PROGRAM/RUN Switch to RUN (see page 4 for location)

Your locomotive remembers its ID# forever; change it any time with these steps.

As your fleet of Command-equipped Lionel grows, give your locomotive its own ID#. Choose from any between 1 and 99. Slide the locomotive's PROGRAM/RUN switch to PROGRAM. Plug-in the Command Base and place the locomotive on track. Then, power up.

Using CAB-1, press ENG, the locomotive ID#, then press the SET button located under CAB-1's removable panel. See the locomotive's head-light flash; that's your signal that the programming has been accepted. Now slide the switch to RUN.

We recommend that you choose an easy-to-remember ID# for your locomotives. Some possibilities are part of the locomotive road number, your age, or any two-digit number that is not used by another locomotive. If you like, write the number on a small piece of tape and put this on the bottom of the frame to aid in remembering.



TrainMaster Command operations

Reprogramming R2IR circuit boards to restore features

Due to the inevitable derailments, static, and the nature of electricity, it is possible that your R2IR could someday lose its setup program.

STEP 1: Move switch on locomotive from RUN to PROGRAM.

STEP 2: Plug-in Command Base.

STEP 3: Place locomotive on track, then turn on power to track.

STEP 4: Press “ENG” then input locomotive’s ID#. Press “SET”.

STEP 5: Press “ENG,” then the ID#, “AUX1”, then press **the number 74**.

The symptoms of this condition would be unresponsiveness in Command mode. This can be easily remedied by “reprogramming” your R2IR using the following steps.

STEP 6: Turn off power to track and wait ten seconds.

STEP 7: Remove locomotive from track, move switch from PROGRAM to RUN.

STEP 8: Place locomotive back on track, turn power on to track.

STEP 9: Press “ENG” and ID#, then operate as normal.

Maintaining your locomotive’s handrail antenna

Your locomotive handrails are more than just model grab irons—they’re the R2IR’s antenna for receiving Command Base digital communications. *Please handle the locomotive carefully to avoid handrail damage.* To ensure optimum reception, both handrails are insulated from the die-cast

shell. If your locomotive experiences difficulty receiving Base communications, check the handrail ends in the cab and pilot for the presence of insulating material. Ensure that each insulator is present and enjoys a proper fit. Finally, prevent the handrails from touching any part of the die-cast locomotive cab.

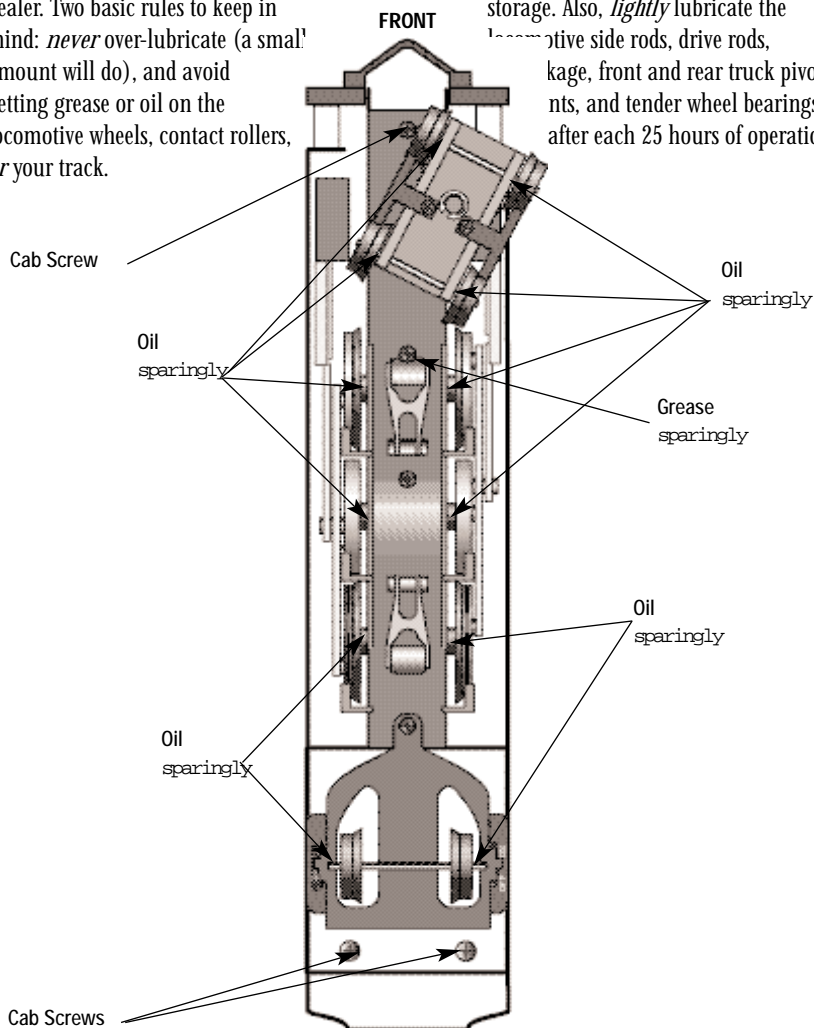
Maintaining and servicing your Locomotive

Lubricating your locomotive

Help your Lionel locomotive lead a long and productive life on your railroad by maintaining it properly.

We recommend you purchase a Lionel Lubrication and Maintenance Kit (part no. 6-62927), available from your Lionel dealer. Two basic rules to keep in mind: *never* over-lubricate (a small amount will do), and avoid getting grease or oil on the locomotive wheels, contact rollers, or your track.

You'll know your locomotive requires lubrication when visual inspection reveals dryness on the parts indicated in the illustration. Remove accumulated dirt and dust before lubricating, and always lubricate any locomotive emerging from prolonged storage. Also, *lightly* lubricate the locomotive side rods, drive rods, frame, front and rear truck pivot points, and tender wheel bearings after each 25 hours of operation.



Maintaining and servicing your locomotive

Servicing your locomotive's lamps

Note! Before changing the lamps in your locomotive, be sure to check that the AUX2 command was not used to turn off the front headlight.

Your locomotive is illuminated by four lamps. One is located in the headlight housing mounted on the boiler front. A lamp illuminates the interior of the cab. Two red lights (1 assembly) show through the ash pan grating and shine brighter when the speed of the locomotive increases. During the course of normal operations, they may require replacement.

Removing the three cab screws as show on page 16 will allow access to the inside of the cab and the expired lamps. But, due to the close fit of many components and the inter-connected wiring, we recommend that you

take your locomotive to your Authorized Lionel Service Center for any required lamp replacement.

Lamp Numbers:

Headlight (1)	620-8029-300
Cab light (1)	610-8082-019
Ash Pan (1 Assembly)	620-8063-300

Note: The green front marker lights are LEDs (Light Emitting Diodes), and are not user serviceable.

Note: Two red marker lights at the rear of the tender are also LEDs and are not user serviceable.

Maintaining and servicing your locomotive

Tire-Traction™

Your locomotive is equipped with Tire-Traction. This means that two of the drive wheels are fitted with rubber traction tires to enhance tractive effort so your locomotive can pull many cars at once.

Lionel has provided extra traction tires to replace the installed traction tires if they

wear out. Simply unscrew the drive rod nut from the wheel using a 3/16" nut driver, slip off the old traction tire and remove it from under the drive rod. Place the traction tire on the wheel and re-tighten the drive rod nut. You're now ready to pull that long freight back to the yard.

Adding fluid to your locomotive smoke generator

Your locomotive is equipped with a smoke generator that produces safe, clean, white smoke during operation.

The smoke generator requires the periodic addition of Lionel smoke fluid in order to function. Pierce the fluid tube's end with a pin, then add 8 to 10 drops of fluid directly into the smoke stack. Smoke production will commence momentarily, faster if you run your locomotive at speed. When smoke production wanes, add more fluid (8 to 10 drops).

In Command Control, when the locomotive

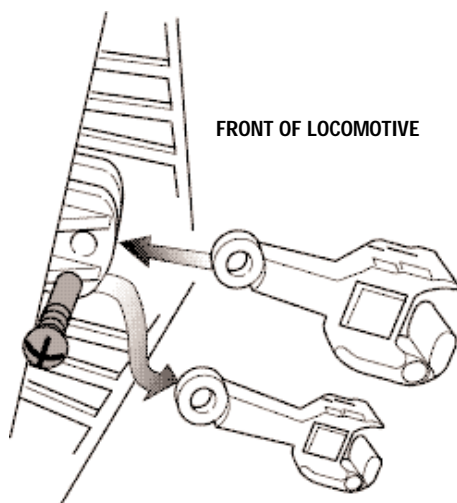
is first placed on the track and powered up, the smoke generator will be in a default "OFF" position. Using any function key on your CAB-1 remote will turn the smoke generator on. Turning off the sound (AUX1-5) or resetting the engine (AUX1-0) will return the smoke unit to the initial "OFF" position. *Always* keep a small amount of smoke fluid in the locomotive smoke generator; the generator's element can become damaged if operated without fluid. Smoke production is greater at higher voltages and when the locomotive is pulling a heavy load or long consist.

Note! Always keep smoke fluid in your locomotive smoke generator. If not, turn it off when smoke is not desired using the switch shown on page 4 or the AUX1-8 command if you are running in Command mode. Using Smoke Boost with depleted fluid can damage the generator's element.

Maintaining and servicing your locomotive

Installation of 'O' Gauge Coupler Head

An 'O' gauge coupler (non-operating) is included with your locomotive for those who may wish to "double-head" their trains with a second Pacific or other locomotive. Simply loosen the screw that holds the front coupler. With a small flat blade screw driver, replace the scale coupler head with the 'O' gauge coupler head and retighten the screw.



Limited Warranty/Lionel Service

This Lionel product, including all mechanical and electrical components, moving parts, motors and structural components, except for light bulbs, is warranted to the original consumer-purchaser, for one year against original defects in materials or workmanship when purchased through an authorized Lionel dealer.

This warranty does NOT cover normal wear and tear, light bulbs, defects appearing in the course of commercial use, or damage resulting from abuse or misuse of the product by the purchaser. Transfer of this product by the original consumer-purchaser to another person voids this warranty. Modification of this product voids this warranty.

Any warranted product which is defective in original materials or workmanship and is delivered by the original consumer-purchaser to Lionel L.L.C. or an authorized Lionel L.L.C. Service Station, together with proof of original purchase will, at the option of Lionel L.L.C., be repaired or replaced, without charge for parts or labor. In the event the defective product cannot be repaired, and a replacement is not available, a refund of the original purchase price will be granted. Any products on which warranty service is sought must be sent freight or postage prepaid, as transportation and shipping charges are not covered by the warranty.

In no event shall Lionel L.L.C. be liable for incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

This limited warranty gives you specific legal rights, and you may have other rights which vary from state to state.

Instructions for Obtaining Service

If service for this Lionel L.L.C. product is required, bring the item, along with your dated

sales receipt and completed warranty information to the nearest Authorized Lionel Service Station. Your nearest Lionel Service Station can be found by calling 1-800-4-Lionel, or by accessing our Website at www.lionel.com.

If you prefer to send your product back to Lionel L.L.C. for factory repair, you must first call 810-949-4100 or FAX 810-949-5429, or write to Customer Service, P.O. Box 748, New Baltimore, MI 48047-0748, stating what the item is, when it was purchased and what seems to be the problem. You will be sent a return authorization letter and label to ensure your merchandise will be properly handled upon receipt.

Once you have received your return authorization and label, make sure that the item is packed to prevent damage during shipping and handling. We suggest that you use the product's original packaging. This shipment must be prepaid, and we recommend that it be insured.

Please make sure you have followed all of the above instructions carefully before returning any merchandise for service.

Warranty Information

Please complete the information below and keep it, along with your dated sales receipt. You must present this and your dated sales receipt when requesting warranty service.

Name _____

Address _____

Place of Purchase _____

Date of Purchase _____

Product Number _____

Product Description _____

